

### Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

#### Listing of Claims:

Claim 1 (Canceled).

2. (Currently amended) A method, comprising:

operating a computer configured to store messages in a database, the computer being operatively coupled to a telephone by a public switched telephone network;

receiving a command from the telephone over the public switched telephone network to administer multiple messages stored in the database having a common trait;

administering the multiple messages having the common trait in the database in response to the command; and

~~The method of claim 1, wherein said administering includes deleting the multiple messages from the database in response to the command.~~

3. (Original) The method of claim 2, further comprising:

sending one of the messages stored in the database over the public switched telephone network to the telephone before said receiving, wherein the one message has the common trait; and

wherein said deleting the multiple messages includes deleting messages from the database based on the common trait.

Claim 4 (Canceled).

5. (Currently amended) The method of claim-1 2, wherein the ~~signal~~ command includes a touch-tone signal generated by the person pressing at least one key on the telephone.

6. (Currently amended) The method of claim-1 2, wherein the computer includes an automatic call distribution system.

7. (Currently amended) The method of claim-1 2, wherein the telephone is of a wireless variety.

8. (Currently amended) The method of claim-1 2, wherein the messages stored in the database include voicemail messages.

9. (Currently amended) The method of claim-1 2, wherein the messages stored in the database include email messages.

10. (Currently amended) The method of claim ~~1~~ 2, wherein the messages stored in the database include facsimile messages.

11. (Currently amended) The method of claim ~~1~~ 2, wherein the messages stored in the database include voicemail messages, email messages, facsimile, and pager messages.

12. (Original) The method of claim 11, further comprising converting text of the email messages and the facsimile messages to speech.

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cont .  
13. (Original) The method of claim 11, wherein the common trait includes message type.

14. (Currently amended) The method of claim ~~1~~ 2, wherein the common trait includes a common subject for the multiple messages.

15. (Currently amended) The method of claim ~~1~~ 2, wherein the common trait includes a common sender for the multiple messages.

16. (Original) The method of claim 15, wherein the sender includes a caller identification number for voice mail messages.

17. (Currently amended) The method of claim ~~1~~ 2, wherein the common trait is at least based on when the multiple messages were received.

18. (Currently amended) The method of claim ~~1~~ 2, wherein each of the messages stored in the database includes a subject field, a sender field and a date/time field, the common trait being based on a combination of the subject, sender and date/time fields.

19. (Currently amended) The method of claim ~~1~~ 2, wherein the common trait includes a word common to the multiple messages.

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cont.

20. (Currently amended) The method of claim 19, further comprising:  
receiving a series of touch tones corresponding to a particular search term from the telephone;

generating an index of words that are contained in the messages stored in the database in accordance with a degree of similarity to the search term;

sending the index of words to the telephone; and

wherein the command corresponds to a selection of at least one of the indexed words by ~~the~~ a person.

21. (Currently amended) The method of claim-1 2, further comprising sending a response message to the telephone indicating that the multiple messages were administered.

22. (Currently amended) The method of claim-1 2, further comprising sending a voice menu list of command options to the telephone.

23. (Currently amended) The method of claim-1 2, further comprising storing new messages in the database.

24. (Currently amended) The method of claim-1 2, wherein the database includes an email server.

Claim 25 (Canceled).

26. (Currently amended) A system, comprising:

means for storing messages;

means for receiving over a public switched telephone network a command from a telephone corresponding to administer multiple messages having a common trait;

means for administering said multiple messages having said common trait in response to said command; and

~~The system of claim 25, wherein said means for administering said multiple messages includes means for deleting said multiple messages having said common trait in response to said command.~~

Claims 27-28 (Canceled).

29. (Currently amended) An apparatus, comprising:

a computer-readable device encoded with a program executable by a computer to store messages, said program being further executable to receive from a telephone over a public switched telephone network an input corresponding to a selection of multiple messages for administration that have at least one common trait;

wherein said program is further executable to administer said selected multiple messages in said stored messages in response to said input; and

~~The apparatus of claim 28, wherein said program is executable to delete said selected multiple messages from said stored messages in response to said input.~~

Claim 30-37 (Canceled).

38. (Currently amended) A system, comprising:

a database containing a number of messages; and

a processor operatively coupled to said database and responsive to an input over a public switched telephone network from a telephone, said input corresponding

to an administer multiple messages command of selected multiple messages in the database, said processor being operable to administer said selected multiple messages in said database; and

~~The system of claim 31, wherein an~~ the administer multiple messages command includes a delete multiple messages command and said processor is configured to delete said selected multiple messages from said database in response to said delete multiple messages command.

39. (Currently amended) The system of claim ~~31~~ 38, wherein an administer multiple messages command includes a file multiple messages command and said processor is configured to file said selected multiple messages in a folder contained said database in response to said file multiple messages command.

40. (Currently amended) The system of claim ~~31~~ 38, wherein said database includes an email server.

41. (New) The system of claim 38, wherein said processor and said database are incorporated into an automatic call distribution system.

42. (New) The system of claim 38, wherein said database is configured to store voicemail messages.

43. (New) The system of claim 38, wherein said database is configured to store email messages.

44. (New) The system of claim 38, wherein said database is configured to store a message sender name for each of said messages and said processor is adapted to delete said selected multiple messages in said database based on message sender names.

45. (New) The system of claim 38, wherein said database is configured to store a message subject for each of said messages and said processor is operable to delete said selected multiple messages in said database based on message subjects.

46. (New) The system of claim 38, wherein said processor is configured to delete said selected multiple messages based on when said selected multiple messages were received.

47. (New) A method, comprising:  
operating a unified messaging system configured to store messages, the system being operatively coupled to a telephone by a public switched telephone network;  
sending a first message from the system over the public switched telephone network to the telephone;



receiving a command from the telephone instructing the system to delete all messages that have a trait in common with the first message;  
deleting the first message from the system;  
determining with the system that a second message in the system has the trait in common with the first message; and  
deleting the second message from the system in response to said determining.

48. (New) The method of claim 47, further comprising:

wherein the system includes an email server;

wherein the second message includes an email message on the email server;

retrieving the second message from the email server before said determining;

and

wherein said deleting the second message includes deleting the second message from the email server.

49. (New) The method of claim 48, wherein the command includes a touch-tone signal.